



Code: 4548
Family: Facilities
Service: Operation and Construction
Group: Building Maintenance and Operation
Series: Miscellaneous Building Trades

CLASS TITLE: MANAGER OF BUILDING SERVICES

CHARACTERISTICS OF THE CLASS

Under general supervision, coordinates and supervises the maintenance, repair and cleaning services for public facilities and tenants in city-owned and operated buildings and performs related duties as required.

ESSENTIAL DUTIES

- Conducts daily field inspections of municipal facilities and buildings to determine the extent of general repairs and maintenance required and to assess the quality of services completed
- Receives estimates from private contractors, researches costs for large or complex repair and/or maintenance projects and makes recommendations for the contracting or the utilization of city resources to complete identified tasks
- Reviews supply requisitions and monitors the usage of material and equipment supplies to reduce costs
- Supervises and coordinates the activities of maintenance workers, skilled trade crews and vendors
- Submits schedules to vendors responsible for supporting assigned buildings to inform them of scheduled activities, programs and special events
- Receives maintenance and repair requests from tenants and establishes work priorities
- Recommends changes to cleaning and maintenance methods and processes to improve operating efficiency
- Inspects cleaning operations in buildings to ensure that service and maintenance activities comply with established work standards
- Assesses training needs of subordinate personnel and conducts and facilitates instructional programs
- Manages the centralized ordering of materials, supplies and equipment to ensure appropriate levels of inventory are available for facility maintenance
- Evaluates the performance of subordinate personnel, recommends disciplinary actions and handles employee complaints and grievances
- Compiles and generates status activity reports of pending and completed maintenance and repair projects
- Reviews plans and drawings for renovations, new facilities or major repairs, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Five years of work experience in the administration of maintenance and repair services for physical facilities of which two years are in a supervisory role related to the responsibilities of the position.

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required

WORKING CONDITIONS

- General office environment
- May be exposed to outdoor weather conditions
- May be exposed to hazardous conditions (e.g., construction sites, heavy machinery)

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopies, fax machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals)
- Personal protective equipment (e.g., hard hat, shoes, glasses, gloves, safety vest)

PHYSICAL REQUIREMENTS

- Ability to stand, walk and bend for extended or continuous periods of time
- Ability to access multi-level facilities

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Considerable knowledge of:

- * applicable custodial and janitorial supplies, equipment and techniques
- *applicable maintenance and repair methods, practices and procedures
- *scheduling and coordination of preventive, repair and maintenance

Moderate knowledge of:

- *inventory and control methods, practices and procedures
- *record keeping methods, practices and procedures
- *applicable computer software packages and scheduling applications
- *supervisory methods, practices and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- MONITORING – Monitor and assess performance of one's self, other individuals or organizations to make improvements or take corrective action
- MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE – Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS – Apply general rules to specific problems to produce answers that make sense

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
 - LEADERSHIP – Demonstrate willingness to lead, take charge and offer opinions and direction
 - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
 - ATTENTION TO DETAIL – Pay careful attention to detail and thoroughness in completing work tasks
 - ANALYTICAL THINKING – Analyze information and use logic to address work or job issues and problems
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
July, 2014